

Massachusetts Electric

A National Grid Company



David Gendall  
Vice President

July 15, 2002

Dear Medford Customer,

Recently, you experienced multiple interruptions in your electric service when both the primary and backup underground cables that serve a portion of Medford failed at the same time. We know this was extremely inconvenient. It is also very upsetting to all of us at Massachusetts Electric. We are sorry for the inconvenience and agree that this is unacceptable. We are doing everything possible to, once again, provide the reliable electric service that you have come to expect from us.

We have called on employees from all over New England including overhead and underground line workers, engineers and support staff to work on this 24 hours a day. They were able to implement an interim supply system to restore your electricity. They also installed emergency generation.

We are working day and night on permanent solutions. We are simultaneously installing an overhead line and two underground cables that will allow us to move off the current back-up system and reduce the risk of further outages. While we hope to complete the first stage of these improvements in the next few days, it could take a few weeks to complete all of these projects, which will increase our ability to supply the uninterrupted service we are committed to providing you

In the meantime, we have decided to reimburse you for food spoilage resulting from the extended outage on Tuesday, July 9, and Wednesday, July 10. If you have a claim to file, you can call our toll-free claim reporting line at 1-800-307-5256, or visit our mobile customer service center on Main Street in Medford across from the Tufts Park. The center will be open 11 a.m. to 8 p.m. through Saturday, July 20. It will remain open additional days if needed.

Should you want further information on the problems that have occurred and the plans for solving them, we will give a detailed presentation and be available to answer questions at a public hearing conducted by the Department of Telecommunications and Energy on Monday, July 22 at 7:30 p.m. at Medford City Hall.

Again, we apologize for the inconvenience and greatly appreciate your patience and understanding throughout the past week. Thank you.

Sincerely,

David Gendall  
Vice President  
Massachusetts Electric